As this document will amply demonstrate, Kelvin Smith Library of Case Western University has been highly successful in transforming our environment and services to ensure the success of our students and to advance the research mission of our university. To accomplish this, we adopted an organizational process of continuous exploration, experimentation, systematic development, and rigorous assessment. The results are programs, services, and facilities that are pioneering, vibrant, and highly user-centric.

**Centering on Student Success.** Over multiple years, we experimented with ways to create what we now have achieved: a library that is warm, mobile, flexible, and endlessly reconfigurable by students so they can effectively collaborate, explore rich content, and obtain an abundance of services. Walls that had been bare now feature interesting rotating exhibits. A wide range of multimedia equipment is now available for students to “try before you borrow” from our display table. In all, a library that once was nearly empty and often described as “sterile” is now the student destination of choice on campus, an inviting place that constantly hums with activity and is a vibrant center of learning that is teeming with students 24/7. This building redesign is not meant as a once-and-done activity. Through our process of rigorous assessment—including surveys, focus groups, charrettes, time-motion studies, and student contests—we continuously redesign the library to ensure that new generations of students continue to respond positively so that they see the library as being their library.

The changes to the physical facilities have been accompanied by numerous changes to make our services more prominent and successful. For example, we achieved our strategic goal to assign a personal librarian to all students and faculty. Working extensively with undergraduate students, the Personal Librarian Program encourages students to learn that their personal productivity is enhanced through stronger relationships. Our responsive service model generates new opportunities for students, such as our attaining funding to support our new Freedman Student Fellows program to provide grants and employment for students who engage in digital scholarship. For virtual services, the library has been developing a wholesale change to our web site that will be launched this winter 2019 and that will make it easy for students to navigate and explore. Finally, we also engage students in a love of discovery through active learning and even entertainment, such as our biennial book collecting contests, which began in 2017. These contests alternate every other year with lectures by distinguished scholars to instill an understanding and love of special collections.
**Advancing research and the love of learning.** Our library does not simply assist our faculty and students, but rather we provide educational and consulting services that enable our faculty and students to explore information in new ways, and to employ advanced technologies so they can analyze, synthesize, and harness information to generate new knowledge. Our Freedman Center for Digital Scholarship, one of the first in the country and still a leader in the field, spurs intellectual and creative digital analysis and production, and provides shared incubation spaces for members of the university community to come together to develop their ideas.

The library actively engages in partnerships to advance the research and reputation of the university. Working in collaboration with the University Office of International Affairs, the library became a co-leader of a university-wide initiative to address the institution’s rank by international ranking agencies. This strategic effort by the university supports the increased scholarly reputation management of both individual faculty members and of the university as a whole. The library expended significant efforts to improve the accuracy of bibliometric data about the university and of our faculty. In addition, the library created a series of workshops for faculty and graduate students on a range of topics related to their reputation management, including adoption of standard identification numbers for each scholar, the identification of high impact and open access journals in which to might publish, and assignment of copyright. As a result of all of these efforts, in 2018 there was a dramatic rise in the university’s ranking in three of the major international indexes.

During the summer of 2018, Case Western Reserve University launched a new office to combine multiple student support functions into a new office—the Student Success Initiative. From the day when this initiative was announced, Kelvin Smith Library began to work in concert with the leaders of this new office to ensure that all of our services are directed to advance student success. Throughout the year, representatives from the library have been meeting regularly with the Office of Student Success so that the library can be a strong partner in advancing the learning and research potential of every student.

As this document amply demonstrates, whether it is content, facilities, technology, or services, the Kelvin Smith Library epitomizes a culture dedicated to constantly reinventing itself to optimize the opportunities for student and faculty success. We are proud of what our highly motivated and creative staff have achieved.

———

Arnold Hirshon,  
Associate Provost & University Librarian

"...we continuously redesign the library to ensure that new generations of students continue to respond positively so that they see the library as being their library."
Kelvin Smith Library’s strategic plan outlines the specific steps to elevate the learning experience on campus by transforming the library’s collections, services, spaces, and overall experience. View the latest strategic plan in its entirety: http://bit.ly/kslstrategy
KELVIN SMITH LIBRARY MISSION AND VISION

**Mission:** To be the knowledge and creativity commons for Case Western Reserve University.

**Vision:** To be the information laboratory for knowledge collection, connection, curation and creation.

KSL STATISTICS

**Total Library Staff:** 58  
**Librarians:** 37  
**Professional Staff:** 4  
**Library Support Staff:** 17  
**Student Assistants:** 80

EXPENDITURES

**Research Support:** $6,841,163  
(Library Resources & Digital Scholarship Services)

**Education Support:** $1,031,612  
(Public Study Space Renovations & Instruction Initiatives)

**Assessment & Retention:** $371,923  
(Student Engagement & Assessment Tools)

**Student Engagement, Facilities, & Operations:** $1,819,623  
(Administration, Development, & Infrastructure)

UNIVERSITY STATISTICS

**Location:** Cleveland, Ohio  
**President:** Barbara R. Snyder  
**Undergraduates:** 5,150  
**Graduates:** 6,674  
**Countries Represented:** 81  
**Full-Time Faculty:** 3,501  
**Staff:** 3,098  
**University Ranking:** 42nd among national universities according to U.S. News & World Report (2019)

The library spent 12.4% or $1,246,616 of its total expenditures to carry out initiatives in its three-year strategic plan. Library leadership invested funds in a number of projects including: improving the first year student experience through the Personal Librarian Program, increasing content budget commensurate with peer institutions, and increasing online access to special collections and archives, among others.
With a strong history of innovation and a current university commitment to breaking new ground, research is at the heart of our work at Case Western Reserve University.

Kelvin Smith Library staff are dedicated to providing the resources, skill set, and tools to achieve each individual’s research and study goals. From the laboratory to the classroom, our librarians are guiding faculty and students through vast databases and journals and creating meaningful, measurable impact that is changing the way Case Western Reserve University’s students and faculty conduct research. We are driven to expand knowledge, deepen understanding, and contribute to the well-being of individuals, organizations and society at large.

Goal 1
RESEARCH

Ignite discovery by aligning library expertise with the needs of researchers to address the world’s most pressing needs.
I was preparing to give a report on the opera Frankenstein by Libby Larsen for the class "Opera After Einstein." I was required to use either a musical score or a recording in my presentation, and I couldn’t find either. I asked Jacey Kepich, research services librarian for music, dance and theatre, if she could track down a score or recording. Even before she got back to me, I had an email from the composer’s agent, whom Jacey had contacted on my behalf. The agent sent me a digital score, a video recording, and an audio recording. From those materials, I created a presentation and a research paper about voiceless characters in opera, which my professor suggested I revise and send for publication.

- Madelaine MacQueen, Second Year PhD Student in Musicology
Case Western Reserve University students have access to Kelvin Smith Library’s three million books and journals and 475 databases, as well as a wealth of other resources, equipment, and services. Wading through the sheer volume of content can be harrowing. However, to achieve their highest academic potential, students must learn how to navigate the vast resources available at the library. Finding the right primary sources to support a student’s hypothesis can make or break the outcome of a research project.

Enter research services librarians (RSLs). RSLs are “research coaches” that support students’ research, anywhere in the process from finding sources to publishing. They provide instruction on navigating library databases and library resources. A large part of the job is to show students how to integrate the library into their learning workflow.

The most common request from students is finding appropriate sources. The first step in writing a research paper, poster, or dissertation is knowing what has already been said on the subject. For niche areas, it may be difficult to find existing scholarship. How does one find an article on the worship of Buddha in medieval China? What about the latest article on electron transport in carbon nanotubes? What databases does one start with?

RSLs are important here: they instruct on search strategies, show the best databases to use, and can even track and find primary sources for students. For example, Doctor of Management candidate at the Weatherhead School of Management, Robert Warren, was having issues finding peer-reviewed articles for an assignment:

“The challenge is draining an electronic ocean of data to find the most relevant article, book, and other media. That’s where Karen Oye, research services librarian for humanities and business, saved the day for me. I was drowning in the electronic ocean and going down for the third time when she spent about hour with me that changed my life. She patiently showed me how to navigate databases (especially EBSCO) to find and save the peer reviewed articles I desperately needed for my qualitative paper.”

- Robert Warren, Doctor of Management Candidate, Weatherhead School of Management

Similarly, Jared Shanks, a 2018 dance graduate, recalls his time working with Daniela Solomon, research services librarian for engineering:

“Daniela Solomon is the reason I had enough research to complete my senior capstone. From providing key words that allowed me to find research, to finding enormous quantities of extremely specific research. She even helped me format my final poster. Without her, my project would have been too broad and unsupported by scientific research. I cannot thank her enough for all the time and effort she put into helping me.”

- Jared Shanks, Class of 2018, Dance Major

Regardless of a researcher’s circumstance or learning style, RSLs are equipped to assist wherever they are in their academic journey. RSLs can be found teaching in classrooms, working one-on-one with students on specific projects, or answering basic reference questions through the library’s online chat portal.

Students can also save time and stress using one of the library’s 346 research guides. Each RSL has their own specially-curated online research guide for any given subject and brings together the library’s most helpful resources in one place. These guides can include some of the most cited resources on a subject. Some have instructions on patent searching or technical standards. Consider them your library SparkNotes.

RSLs are playing an ever-important role in the campus learning environment and this conversation eventually returns to the role of the modern academic library and how it directly impacts an institution’s learning potential. Certainly, the library is a repository for books and a popular study destination, but more than that, research services librarians are helping students become more efficient learners and more successful in their collegiate career.
The Freedman Fellowship for Faculty is a program funded by the College of Arts and Sciences, the Kelvin Smith Library and the Freedman Fellows Endowment by Samuel B. and Marian K. Freedman. The Program supports full-time Case Western Reserve University faculty in integrating new digital tools and technology into their research. Since its inception in 2010, the program has awarded $90,338 to 51 faculty members.

The library is not only changing the way research is conducted on campus, but through the work of library staff, it is beginning to harness the power of modern technology to address critical social justice issues affecting surrounding communities.

Technology for Change Project Example #1: WHAT WE LEARNED FROM THE “FREEDMAN FELLOWS’ SEXUAL ASSAULT KIT INITIATIVE” MAY REDUCE THE NUMBER OF FUTURE RAPE CASES

Rachel Lovell, PhD, and Misty Luminais, PhD, senior research associates at the Begun Center for Violence Prevention Education & Research and 2017-2018 Freedman Fellows, have collected data from over 500 backlogged Sexual Assault Kits from Cuyahoga County in the last 20 years. The project is part of a larger initiative—the Cuyahoga County Sexual Assault Kit Initiative—to investigate 5,000 untested rape kits. With funding from federal and local grants, The Begun Center is receiving a total of $1.43 million to underwrite this project. So far, “the project has resulted in over 700 indictments.” (Plain Dealer, Rachel Dissell)

Although rape kits were often collected in the mid-1990’s, DNA testing was not available until years later, and when available, the testing was expensive, with costs running upwards of $5,000 to $10,000 per kit. Since then, major improvements in DNA testing have reduced the cost and time to process the kit. It is now Ohio law to test current and backlogged rape kits.

Research can be used for the advocacy of communities experiencing disruption & inequality.

"The Freedman Fellowship is going to leverage our data into a way that we wouldn’t be able to analyze otherwise."

- Misty Luminais, PhD, Freedman Fellow
Using the Freedman Center’s ArcGIS visual mapping software, Lovell and Luminais are exploring the spatial relationships between attackers, survivors, and the surrounding environment. By exploring the geographical data and making it available to the public, they aim to be a resource to researchers and the community, where historical data at this level of detail has not been seen before.

With the help of Kelvin Smith Library’s digital learning and scholarship librarian, Charlie Harper, they were able to overlay newly plotted data on top of historical maps (Home Owner’s Loan Corporation maps, 1936). Lovell and Luminais found geographic concentrations of untested backlogged sexual assaults in historically disadvantaged communities. This meant assault cases in those neighborhoods were often left unsolved and thus opened the possibility for future crimes.

Probing into this correlation more deeply, they discovered other alarming injustices in those same areas, including lead poisoning in children and lowered access to high-speed internet. These examples demonstrate how social disparities are geographically linked in certain economically disadvantaged communities that have had a history of underinvestment, segregation, and systematic neglect. The implications for public policy decision-making are significant.

“Our ultimate goal is to change the way we talk about rape, treat rape victims, and support them” says Lovell.

“The Freedman Fellowship is going to leverage our data in a way that we wouldn’t be able to analyze otherwise. It is a way for us to engage with the community. More than text, visualization allows people to understand the data and how it impacts them. We want to make sure Clevelanders are engaged with this data,” says Luminais.

They are continuing this work and are currently exploring the factors that might be contributing to survivor’s increased risk of rape as well as what can be done to make those communities safer for the residents who live there.

FREEDMAN STUDENT FELLOWSHIP IN DIGITAL SCHOLARSHIP

In its second year, Kelvin Smith Library (KSL) is offering a scholarship for undergraduate and graduate students: The Student Fellowship Program in Digital Scholarship. This new endowment is one of the first in the nation funded by private donations which provides direct grants and employment to students in the digital scholarship field. The Freedman Student Fellowship is modeled after The Freedman Fellowship for faculty that provides direct grants for faculty to advance their emerging research.

In November 2018, Kelvin Smith Library announced the selection of the 2018-2019 Freedman Student Fellows:

- **Leah Davydov** (Graduate, PhD in Social Welfare) will use Text Encoding Initiative (TEI) to create a digital edition of H.G. Wells’ *The Invisible Man*.

- **Tyrone Hamler** (Graduate, PhD in Social Welfare) will study pre-dialysis decision-making among elderly African Americans.

- **Asha Ravichandran** (Undergraduate in Classics) will use Geographic Information System (GIS) to study how local resources may be more effectively used to serve homeless populations.

- **Stormy Sweitzer** (Graduate, PhD in Organizational Behavior) will study the “accidental” formation of the world’s largest women’s motorcycle organization.
Technology for Change Project Example #2: LIBRARY SUPPORT FOR UNDERGRADUATE STUDENT RESEARCH ON RACE AND EDUCATION IN CLEVELAND HEIGHTS

Migration patterns in Cleveland and its surrounding suburbs have always been a source of debate in city politics. Cleveland Heights is one such neighborhood that has experienced population changes in the last 20 years with significant effects on its public schools.

Brittany Rabb is a senior undergraduate student studying the relationship between race and education in Cleveland Heights. Using the Freedman Center’s ArcGIS technology and working closely with Kelvin Smith Library staff, Rabb mapped the racial and economic data of the city since 1990 and found that the decline in public school performances corresponded to the changing racial makeup in the schools and in Cleveland Heights neighborhoods.

According to the Mandel School of Applied Social Sciences NEOCANDO database, Cleveland Heights is currently evenly divided among white and black households. However, the ratio between white and black students looks very different in the schools of the same neighborhood, with black students making up around 80% of the population and white students making up only 20%. A number of reasons can account for this imbalance. School administrators interviewed by Rabb claimed aging populations, smaller families, and families that enroll their children in private schools in surrounding neighborhoods are possible reasons why there are fewer white students in the school system.

As a result, Cleveland Heights schools are struggling to keep up with the shifting demographic. They are seeing more poor and underserved student enrollments.

With an increase in poorer student populations, schools are finding greater challenges, including: supplying food and clothing, addressing deficits in knowledge, and altering education styles to fit student needs, among many other issues.

Brittany Rabb is a senior undergraduate student majoring in Sociology in the College of Arts and Sciences and minoring in Childhood Studies through the Schubert Center for Child Studies.

“The library staff has been helpful in telling me the best ways to do things, the best places to get data, the best ways to show my data. They know the software so well and they know what I’m trying to accomplish. They’ve been great in mentoring me to get to that point.”

- Brittany Rabb, Undergraduate Student
The vast majority of museum collections lie in rows of storage shelves behind closed doors. Museums select their best artifacts and specimens for display as many objects simply do not fit into a museum’s limited show space.

Jacob Kordeleski, a junior completing his Classics capstone, has been working with library staff to produce 3D images of some of The Cleveland Museum of Natural History’s most prized and tucked away artifacts.

“I found some specimens function even better in a rotatable 3D format. One day, I hope virtual-reality exhibits become commonplace in museums,” says Kordeleski.

Currently, 3D exhibits in museums are in early development. Kordeleski envisions a new virtual reality museum experience where people can visit museums from across the world. While virtual reality does not replace the experience of seeing artifacts in person, the educational value of virtual reality is significant and can break down the barriers of time and distance.

“My project would not be possible without the resources I have in the Freedman Center. Photogrammetry, the method I use to generate my 3D models, is a complicated process with a definite learning curve. The computers in the Freedman Center not only have the software I need, but they perform much better than any other computer I have access to,” says Kordeleski.

- Jacob Kordeleski, Undergraduate Student
Kelvin Smith Library is the most visible space on campus focused on supporting the learning process. We strive to meet the challenges facing research and information in the 21st century. The library maintains an impressive band of librarians, archivists, and dedicated professionals who serve with skill and creativity to meet the University’s mission to educate. We do this by striving to be highly flexible to accommodate new ideas and technologies. Whether designing study space that meets all learning styles or developing programs that fill a unique gap on campus, Kelvin Smith Library truly reflects its nickname as the “Learning Commons” at the university.

**Goal 2**

**LEARN**

Create lifelong learners through innovative teaching services and tools.
The ever-changing facilities at Kelvin Smith Library, seating options, and added comforts are part of a larger goal to create an inviting learning space that accommodates both individual and collaborative learning styles.

Kelvin Smith Library’s internal policy states that no major changes are made to the facility without the input of students, faculty, and other library users. Due to spatial statistics and direct feedback, this policy takes the guesswork out of the planning process and helps meet the needs of library users more quickly and efficiently.

DESIGNING SPACES FOR STUDENT SUCCESS

The Clapp Reading Room underwent renovations to create spaces that best reflect student need and learning styles. The changes included drafting tables and elevated chairs as well as mobile computer clusters.

Preliminary library space assessment of the first floor Clapp Reading Room shows how the new space is being used. Continual assessment takes throughout the year to better understand our patrons and to better serve their needs. The top table above shows that 100% of the tables are being occupied throughout most of the day. The bottom table shows that students prefer to sit alone rather than in groups in this particular space.

In the same way studying styles have changed over the years, work styles have changed. In the summer of 2018, major renovations took place on the library’s second floor staff arc. The entire floor space transformed to better meet the needs of day-to-day operations as well as special projects. The space was redesigned to encourage more engagement and improve staff communication by balancing personal and communal spaces.
LIBRARY WORKSHOP SERIES

Digital Scholarship & Technology for Faculty
Kelvin Smith Library collaborated with the University Center for Innovation in Teaching and Education (UCITE) to bring a 4-week workshop series to faculty and instructors introducing digital scholarship tools into the classroom.

Goals: learn how to use text mining and data visualization tools to quickly identify trends or themes in large bodies of text; participate in activities that will develop qualitative and quantitative analytical skills; develop techniques for communicating with data; and gain strategies for incorporating digital tools and resources into the classroom.

Workshops:
- What is Digital Scholarship?
- Making Computers Understand
- Introducing Media Projects into the Classroom
- Communicating with Data
- Photography & Photogrammetry

Faculty & Graduate Student Development
In its second year, Kelvin Smith Library, in partnership with the Lillian & Milford Harris Library, the Judge Ben C. Green Law Library, and the Cleveland Health Sciences Library, is managing two series of workshops for faculty and graduate students, to prepare for the promotion and tenure process to best publish in a research field, respectively. The workshops helped faculty and students navigate the evolving publishing landscape, from copyright law, marketing research, online presence, to negotiating publishing contracts.

Sessions:
- Increasing Your Scholarly Impact
- Research Services, Tools, and Resources
- Marketing Your Scholarship & Yourself
- Digital Scholarship, Services, Data Visualization, and Data Management & Preservation
- Copyright, Publishing, and Author Rights
In the fall of 2016, Vice Provost for International Affairs, David Fleshler, and Associate Provost and University Librarian, Arnold Hirshon, began to tackle international rankings to improve the visibility of Case Western Reserve University and its researchers. From that effort, the Office of Institutional Research supported the new initiative by providing ranking organization data. To date, the library has corrected university name variations from 200 to over 500 accounts and has updated the citation impact for many of its faculty. The library is also spearheading the ORCID Institutional Project and working with different departments in the schools as well as within the other libraries to help support this initiative (see below).

Due to the library’s efforts from August 2017 to August 2018, Case Western Reserve University jumped 27 spots in QS World University Rankings, 26 spots in Times Higher Education World University Rankings, and 86 spots in CWTS Leiden Rankings.

"We are looking at rankings as a way to see where we can improve in quality, not just play the numbers game." - Molly Watkins, Executive Director for International Affairs

The library is spearheading the ORCID Institutional Project and working with different departments, schools, and libraries to help support this initiative. ORCID IDs are unique identifiers for researchers. The IDs track Case Western Reserve University research output and can affect international rankings. Research services librarians and Mark Clemente, scholarly communications librarian, are working with academic departments and faculty across campus to register ORCID IDs so researchers and their scholarship are properly associated with the university.

University ORCID Membership nearly DOUBLED in the last year due to library staff efforts. In July 2017 there were 1,647 registrations and by September 2018, staff were able to increase registrations to 2,825.
Research Services Librarians are critical to improving information literacy on campus, especially with students and faculty as they sift through great amounts of library resources, such as catalogs and journal databases.

In the past year, as part of an effort to ramp up information literacy instruction, Kelvin Smith Library has increased the number of hours of instruction and worked closely with faculty to embed these sessions into their courses.

“I just wanted to thank you again for your workshop, it was very well done and I can already see that the students will benefit greatly from what you told them.”  
- Professor Maddalena Rumor

“Thank you for your presentation this afternoon in SAGES U293 ‘The State Legitimacy and Insurgency’—this really helped make the incredible resource of KSL seem more accessible to me.”  
- Joshua Chiel, First Year Undergraduate Student

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I learned that connecting with students is very important as soon as they walk onto our campus. To consider the student as a whole person with a myriad of factors—culture, socioeconomic status, and race. It affects how they experience the university.

- A response from the post-conference survey.

Kelvin Smith Library not only brings in content and resources to support Case Western Reserve University, but it brings in a great wealth of talent and burgeoning research to the campus. The library is interested in creating access to leaders on issues that impact the way we educate. To accomplish this, Kelvin Smith Library has been the host of conferences that not only educate the local library staff but help to build the groundwork for learners and teachers from across the country.

In its third year, the 2018 Personal Librarian and First Year Experience Library Conference is the first and only of its kind in the country that focuses on all aspects of the first year student experience and the personalization of library outreach and services for incoming students. Additionally, the conference is centered around creating sustainable library initiatives, assessing service and resource outcomes, and building collaborative relationships between the library and across the academic enterprise.

178 Registrants represented Canada and 31 states

113 Organizations participated from a variety of universities, four-year colleges, and community colleges
At Kelvin Smith Library, we match all incoming first year students with a Personal Librarian to serve as a point of contact. In its seventh year since its inception, this program ensures every Case Western Reserve University student can reach their research potential on their journey to study and research in the next few years. Personal Librarians help students navigate the vast resources Kelvin Smith Library has to offer including, journals, databases, printing resources, technology lending, software, and library room reservations.

Research at Case Western Reserve University typically ramps up in the second and third years. The Personal Librarian program targets first year students and focuses on building relationships between the library and students by integrating library services and resources early on in the college learning experience. The goal of the program: to educate students to know exactly where and who to go to at the point of need.

This year’s theme, “Meet Your Research Coach: Work Smart, Not Hard” was developed to increase awareness of the library’s programs and services, improve engagement with the university community, and see an overall increase in participation rates at library events, classes, and workshops. The program kicked off with the 4-Week Challenge where students can earn points for their residential floors by completing a challenge each week.

441 Students participated in the 4-Week Challenge

31.6% of the first year class participated in two or more events

A major challenge of the program was communicating effectively with the students. This year, Kelvin Smith Library worked closely with the Office of Residence Life and the four directors of the four residential colleges. This reduced overall information noise on campus and consolidated communication channels.
Goal 3

EXPERIENCE

Develop collaborative services with campus and regional organizations to improve the library’s study and learning experience.

Academic Libraries have evolved beyond their traditional role as an alternative study space and a research source. Our goal is to elevate the study and research process by focusing on creating unique experiences at every point of interaction in the library. This involves partnering across campus departments and into the surrounding community. We deliver experiences that fill learning gaps and provide a meaningful interaction or discussion that cannot be found in traditional learning environments like the classroom.
HEALTH AND WELLBEING

THERAPY DOGS
Kelvin Smith Library staff have explored ways to help students relieve stress during one of the most pivotal times of the semester. The library has set up board games, arts and crafts tables, video games as well as yoga sessions. However, there is one activity that has seen a consistently strong response: Therapy Dogs.

Kelvin Smith Library and the Pet Pals program at University Hospital Case Medical Center have worked together to bring support dogs to the library during finals for a number of years.

WELLNESS BREAK
During finals, students can take a quick wellness break, relax and recharge during one of their most stressful weeks in the academic year. In partnership between the library and University Health and Counseling Services, chair massages, smoothies, food, and chair yoga are available to students.

MINDFUL MEDITATION
Kelvin Smith Library has hosted Breath: Brief Mindfulness Meditation and Body Movement Work. These sessions include yoga, breathing exercises, and meditation. This program is organized in collaboration with University Health and Counseling Services.

MENTAL HEALTH TRAINING
In collaboration with Services for Outreach, Prevention and Care for Trauma-affected Students University Health and Counseling Services at Case Western Reserve University, Kelvin Smith Library brought a suicide prevention training workshop for faculty, staff, and students. The workshop teaches trainees how to identify people who are at risk of suicide, how to persuade them to seek help, and where to refer the person for professional assistance.
BRIDGING INSTITUTIONS: Kelvin Smith Library’s Digitization Lab Brings Life to an Exhibit at the Cleveland Museum of Natural History

In the Spring of 2018, The Cleveland Museum of Natural History unveiled “Sailing for Science: The Voyage of the Blossom,” an exhibit featuring artifacts from the museum’s first expedition.

When the museum first opened in 1922, the Blossom voyage was the museum’s first sponsored expedition and the first of its kind for the city of Cleveland. Back then, funding voyages, with the purpose of bringing back specimens, was a way to build a museum’s collection. The expedition’s leader and the museum’s newly hired ornithologist, George Finlay Simmons, organized a 15-membered crew and embarked on a three-year voyage across the Atlantic. They returned with 12,000 specimens, 4,000 photos, and thousands of feet of film, which ultimately made up one of the first collections at The Cleveland Museum of Natural History.

On one particular harrowing leg of the expedition, the ship stopped at Trinidad Island, in the middle of the South Atlantic. Believing it to be the real-life Treasure Island, as depicted in Robert Louis Stevenson’s book, Treasure Island, the crew surveyed and mapped the island, something that had not been done previously. From their stay at Trinidad Island, the crew drew a 6.5-foot long geological map.

The “Voyage of the Blossom” exhibit was the museum’s first fully in-house built exhibit in the last 10 years, and it was no small feat. With no conservator, and lacking the appropriate equipment, the museum’s librarian and archivist, Wendy Wasman, sought help from Kelvin Smith Library’s preservation officer, Andrew Mancuso, and creative new media officer, Jared Bendis. Together, they created a facsimile of the 6.5-foot map of Trinidad Island. Wasman was looking to recreate the map without damage to the original.

“It was a natural partnership. Kelvin Smith Library has the equipment and expertise,” related Wasman.

Kelvin Smith Library was proud to take part in this cross-institutional partnership, especially one with deep historical roots for the city of Cleveland. It reinforces the library’s commitment to scholarship not only within the campus community but for the world of learning.

HOW IT WAS DONE

Andrew Mancuso, preservation officer at Kelvin Smith Library, spent two weeks preparing the map for a flat-bed scan on the library’s Indus ScanMaster 0 52x36” 600 DPI Scanner. To accomplish this, the original map needed to be flattened and cleaned before it could be properly scanned. After two weeks of treatment, the map was scanned and printed using equipment from Kelvin Smith Library’s Digitization Lab. The map facsimile became a major piece in the exhibit, which was on display until August 2018.
The Art of Stem

Part competition, part exhibit, the Art of STEM contest called for students, faculty, and staff, as well as local high school students, to submit STEM-inspired images for the chance to win cash prizes and be featured in the Kelvin Smith Library art gallery.

The goal was to challenge students, faculty and staff to visually communicate the artistic side of science—to be inspired and to inspire others. It was our way to bring a little art to the STEM disciplines and add some STEM to the arts.

The library worked to involve the STEM departments across campus and as well as three local high schools. The program attracted over 70 entries which resulted in a successful exhibit run.

See all entry submissions at: http://bit.ly/2zMciVn

Lightbulb Drop

Each year in the fall semester, WISER (Women in Science and Engineering Roundtable) and Kelvin Smith Library have hosted the annual Light Bulb Drop as part of Engineers Week. Students are invited to assemble into a group and use provided materials to protect their light bulb when it is dropped from higher increments of height. Similar to an egg drop, the light bulb that survives the highest drop wins.

KSL Paper Airplane Contest

Organized in collaboration with the Case Engineering Council, Kelvin Smith Library has been hosting the KSL Paper Airplane Competition as part of Case Western Reserve University’s Engineers Week.

2018 Winners
Distance: Xinyao Tang, with a throw of 27.974 meters.
Airtime: Michael Neuhoff, with a flight time of 7.20 seconds.
Accuracy: Nana Yorke, landed a plane at 0.262m from the aiming point.
PROGRAMMING TO PROMOTE DIVERSITY

THE HUMAN LIBRARY
The Human Library was first offered in January, 2017, where real people are on “loan” to “readers,” where people from all walks of life share tales of their challenges with stereotypes and prejudices. It is about communicating and creating lines of dialogue.

Sample “books” on loan:
1. Gilbert Doho | Professor & Author | Recounts French colonization in Cameroon
2. Yuening Zhang | Chemist | Born in China and came to the US to pursue a graduate degree in Chemistry
3. Susan Hyland | Reentered the workforce | Recounts constraints and ageism after having children and returning to work
4. Jeremiah Davenport | Gender equality activist | Career drag queen

MARTIN LUTHER KING, JR. REFLECTION CONTEST
Each year, Kelvin Smith Library organizes this contest in coordination with Cuyahoga Community College, and Cleveland State University and opens it to students, staff, and faculty from each participating organization. Poetry, short stories, art, photography, video, and essays are all acceptable submissions.

2018 Winners
Student Category (Written Expression): 1st Place | Makela Hayford | Poetry | Case Western Reserve University
Student Category (Non-written Expression): 1st Place | Rebecca Groth | Photography & Video | Cuyahoga Community College (East Campus)
Staff & Faculty Category (Written Expression): 1st Place | T. Nicholas Domitrovic | Essay | Case Western Reserve University
Staff & Faculty Category (Non-written Expression): 1st Place | Randy Blackford | Photography | Case Western Reserve University
PROJECT STAND:
Coalition of Ohio Academic Archivists Create a Research Platform for the Record of Activism

In June 2017, a coalition of Ohio academic archivists launched Project STAND (Student Activism Now Documented) to create a research platform for the historical and archival record of activism that takes place on university campuses. The collection includes documentation of marches, protests, occupations, and leafleting on campuses spanning 175 years of American collegiate history. At Case Western Reserve University, Kelvin Smith Library is the primary sponsor for the platform, and Helen Conger serves on the advisory board. Learn More: https://standarchives.com/

INTERNATIONAL STUDENT SUCCESS SERIES: Hands-on Tour of KSL

The International Student Success Series is an extension of orientation programming and is designed to help international students transition and better understand the social and academic culture at Case Western Reserve University. Sponsored by the Center for International Affairs and Kelvin Smith Library, the session was designed to better integrate international students into the collegiate academic experience.

INTERNATIONAL EDUCATION WEEK:
The Local Refugee Resettlement

International Education Week is a national celebration of the benefits of international education and global exchange. The Center for International Affairs and the Kelvin Smith Library partnered for a Lunch & Learn event at the library focusing on changes to refugee resettlement in Cleveland. The session highlights international activities and opportunities at Case Western Reserve University in the hopes to stimulate cultural understanding and foster an inclusive worldview. The discussion featured Tom Mrosko, Director of Migration and Refugee Services, a department of Catholic Charities, Diocese of Cleveland.
The Kelvin Smith Library is a place for research, learning, and experience. Exhibits are the one service offered by the library that meet all of these criteria points. The exhibit program reflects the activities and culture of the university and its surrounding communities. It is displayed for free and for all to share and explore.

KELVIN SMITH LIBRARY EXHIBIT PROGRAM
2017 - 2018 SAMPLE SPECIAL COLLECTIONS EXHIBITIONS

Bibliophile as Bookbinder: The Angling Bindings of S.A. Neff, Jr.
S.A. Neff, Jr., a bibliophile and angler turned bookbinder extraordinaire, has produced works that have traveled across the country. While inspired by traditional bookbinding practices, S.A. Neff, Jr. uses a decidedly contemporary approach that results in binding design wholly unique to its genre. The exhibit displays the intersection between the natural world and books. Neff has focused his skills as a masterful and artistic bookbinder into books about fishing. This exhibit featured over 30 handmade bindings, as well as contextualized drawings and photographs.

The Book Ladies: WPA-era Packhorse Librarians Celebrating Women’s Roles in Increasing Access to Information
Kelvin Smith Library celebrated Women’s History Month with this exhibit featuring collections from the University of Kentucky. The Pack Horse Library Service (PHLS) was one of the most successful and unique endeavors of the Works Progress Administration (WPA), a Depression-era economic recovery effort of the U.S. government. The PHLS was an extension library service that delivered library materials to remote and rural populations in Kentucky via pack horses and was almost exclusively operated and staffed by women. The PHLS began in the summer of 1936 in six Kentucky counties. By 1939, 1.5 million patrons in all 120 Kentucky counties had access to this service with over 1,000 working librarians.
**Spaces at 40: An Organizational Retrospective**

During the 1970s, the notion of “alternative spaces” arose to provide artists and art lovers a shared place that was different from a formalized museum or commercial art gallery. In response to this cultural shift, the Spaces Gallery of Cleveland was born. As a “contemporary art venue dedicated to artists who explore and experiment,” Spaces has hosted a number of exhibitions, from visualizing the metaphysical through video and sound projections, to installing sculptures that physically transform upon viewer interaction. It rapidly became the premier alternative art gallery in Northeast Ohio. In 2016, KSL acquired the archival collection of SPACES. This special exhibition is a retrospective study of the Spaces Gallery since its inception 40 years ago.

**Feast Your Eyes and Feed Your Soul**

CWRU alumnus, Barney Taxel (’72) has chronicled Cleveland’s food scene for decades as a food photographer. His photos featuring culinary greats such as Michael Symon, Karen Small, Zack Bruell, and Douglas Katz, will be on display. The exhibit’s opening reception also featured Noelle Celeste, creator of *Edible Cleveland*, an award-winning magazine she launched seven years ago. The magazine is dedicated to regional culinary culture where writers and photographers explore their creativity with food.

**Annual La Alianza exhibit for Hispanic/Latin Heritage Awareness**

La Alianza is an organization founded on the three principles of providing social and academic support for the Latin community at Case Western Reserve University as well as the Greater Cleveland Community. Each year the exhibit features a new theme explored through a variety of visual objects, such as, paintings, drawings, photographs, and sculptures.

**Tomes for Tots: Youth Literature in KSL Special Collections**

Tomes for Tots explores the power and iconic status of children’s literature from the 19th century to present day. This exhibit featured over 30 rare youth book selections and related ephemera and was planned in conjunction with programming and instruction featuring Dr. Reneé Sentilles’ (History Department) publication of *American Tomboys* and Dr. Cara Byrne’s (English Department) spring 2018 class “Radical Children’s Literature.”

**MOCA Exhibit**

As of April 2018, the Museum of Contemporary Art Cleveland (MOCA) has selected Kelvin Smith Library as its archival repository to preserve its 50-year history from 1968 to 2010. MOCA has been bringing contemporary art of the highest level to Northeast Ohio. The collection consists of artist and exhibit files, catalogs, audio-visual materials, photographs, and posters.
GAME NIGHT AT THE LIBRARY

Kelvin Smith Library developed Game Night at the Library for students to de-stress and meet new people. Game Night takes place once a month throughout the academic year. The events are themed and feature board games that allow for the inclusion of different groups of students in a collaborative format. One student expressed, “it was a great way to unwind and I’m so happy I found out about it.” Another student was from Cleveland Institute of Art and noted how excited he was because it offered a program found nowhere else in the community.

“-Game Night Participant

Planned in collaboration with The Office of Undergraduate Admissions, Game Night: Trivia hosted over 60 prospective Case Western Reserve University students.
ALUMNI SERVICES: MOULDING LIFELONG LIBRARY USERS

Kelvin Smith Library is committed to expanding our Alumni Services to support lifelong learning and continued professional growth. In a recent development, the Library’s partnership with the Case Western Reserve University’s Alumni Association made possible the purchase of new research tools for its alumni.

The usual benefits available to alumni include the use of guest computers, borrowing from Kelvin Smith Library collections, using the Freedman Center technology as well as participating in CaseLearns classes.

Due to the recent partnership with the Alumni Association and a successful negotiation with publishers, Case Western Reserve University alumni can now access a suite of selected electronic research databases anywhere in the world from their own computers. The latest additions to our Alumni database suite include:

- EBSCO E-book Collection | across all disciplines.
- FRANCIS | multidisciplinary and multilingual humanities and social sciences.
- Project MUSE | digital humanities scholarly texts from leading societies & university presses.

More about Alumni Services: library.case.edu/ksl/services/alumni

RECOGNIZING ALUMNI AUTHORS

Kelvin Smith Library and the Case Western Reserve University Alumni Association are working together on a new initiative to celebrate alumni books, movies, and other creative content.

Learn More: https://researchguides.case.edu/alumni-authors
Wednesday, November 21, 2018

Dear Excellence in Academic Libraries Award Committee:

I write today to support our very own Kelvin Smith Library staff members in their pursuit of your prestigious award on behalf of the Office of Residence Life. As campus partners in the Office of Residence Life, the librarians and staff members have been consistent colleagues in meeting the needs of both our students and our department. The facilities of the Kelvin Smith Library are fantastic and we have been welcomed in many times to use the spaces and resources available to our entire campus community. In addition, the partnership created with the Personal Librarian program, specifically, connects our departmental goals of student support and success.

The Personal Librarian Program takes the difficulty of navigating the library out of the question by offering each of our first year students a personal connection to a single staff member. Librarians are assigned to 1-2 of our first year Residence Halls whereby each resident in these halls can easily identify their personal librarian when they have library needs. To promote this program, the personal librarians met students during Orientation, passed out playing cards with their picture and information, and worked directly with our Residence Life staff in communicating to residents and promoting the programs created to introduce and engage residents in the library.

Their largest effort was in the production of “Work Smart Not Hard: First Year Challenge Game!” in which the librarians created an incentivized challenge over the course of the beginning 4 weeks of the semester to increase awareness of their services. This challenge included visits to the library for short activities and trivia, a meet and greet opportunity in the dining hall, and prizes for the floors with the most participation. In all of these efforts, the librarians have worked with our team to target effective times of the year and spaces for connecting with students. Without a doubt, each of the individuals has gone out of their way to increase their visibility with our students and extend a helping hand when called upon. We highly recommend this team for their efforts and desire to help students in such an intentional way.

Sincerely,

Samantha Miller
Mistletoe Residential College Director
November 23, 2018

To: ACRL EXCELLENCE IN ACADEMIC LIBRARIES AWARD COMMITTEE

Dear Committee Members:

It is with great appreciation for the services of the administration and staff of the Kelvin Smith Library (KSL) of Case Western Reserve University, that I am sending this letter. As a faculty member of long standing who conducts research in a variety of social science and management fields, and who teaches undergraduate, masters and doctoral students, the library is a well spring of intellectual support.

In all of my classes, I invite a staff member from the library to visit and provide a specific orientation appropriate to the level of student undertaking. Not only are the staff responsive to this fundamental role, but they excel in so many other aspects. A senior staff person holds regular weekly ‘office hours’ in our building in a central area where students may come to initiate or follow up on a matter. With my own research projects, I have come to rely on the assistance and advice of staff to locate, and when necessary, to arrange for interlibrary resources to be made available. In one recent project the technical assistance of the library staff to assist in construction of a web based Accounting History Research Database, which is now functioning through our school’s website, was the critical element in transforming the database into its full potential. https://weatherhead.case.edu/research/accounting-history/ Special offerings in matters of interest such as data visualization have also been helpful for us to learn new techniques.

In recent years, with resource limitations to be addressed, the staff was able to identify and achieve an arrangement to make available a major global business periodical which the faculty use daily to expand and retain their international perspectives on a variety of areas including accounting, global business, finance and corporate governance.

I could list other similar examples of how KSL’s interaction with the faculty and students of the University have been exemplified by a ‘can do’ attitude in matters of instruction and research. However, the above items demonstrate the point that KSL is worthy of full consideration of the ACRL’s Excellent in Academic Libraries Award. Their commitment to service is exemplary.

Sincerely,

Gary John Previts
Gary John Previts
E. Mandell de Windt Professor
Distinguished University Professor
November 25, 2018

To the selection committee,

I am pleased to write a letter of support for the Kelvin Smith Library’s application for an ACRL Excellence in Academic Libraries Award. I have been a CWRU faculty member in the Department of Astronomy for 20 years, and have worked with KSL librarians on a number of research and educational initiatives over that time period. This has given me good insight into the various demands faculty members place on the University library, and how effective KSL librarians have been at meeting faculty and student needs.

KSL’s astronomy collection consists of a diverse and eclectic array of material: monographs, scientific journals, observatory reports, large format star atlases, printed photographic surveys, digital data depositories, historical volumes, and more. Our faculty and students utilize this collection on a daily basis for both research and coursework, and to facilitate this, KSL has housed the collection in a special astronomy library located inside the Astronomy Department, curated now by KSL librarian Evan Meszaros. This is a huge advantage to us to have the atlases, historical journals, and survey materials literally just steps away from our offices; indeed, when visiting astronomers come to CWRU they are amazed (and often quite jealous!) to see such a collection located within the department. This ease of access also means that our students regularly use the library and see the depth and scientific value the collection; if the materials were instead located on the other side of campus, that physical distance would mean student contact with the material would be much more limited, likely focusing only on modern materials that have been digitized and available online. In this way, our co-located astronomy library has proved a powerful tool not just for our research, but for teaching students the value of a strong and deep scientific library.

However, as important as our astronomy library is to our work, the interactions with KSL I most appreciate have involved the library’s Special Collections group. Over years, KSL has been building its collection of rare and historical science books, including works by Copernicus, Galileo, Newton, Halley, Cassini, and a host of other physicists and astronomers who have been extraordinarily important in developing our understanding of the Universe.

Over the past several years, KSL Head of Special Collections and Archives William Claspy has regularly hosted visits by CWRU Astronomy faculty, staff, and students to
study this collection. Our students can hold Copernicus’ “De revolutionibus orbium coelestium” (1543) in their hands and see his drawing of his radical new heliocentric model of the solar system. They page through Newton’s “Principia” (1687) and “Optiks” (1717), two of the most important historical books of science. They read Sir Edmund Halley’s account of his prediction of a comet that would return in 1758 (and many times after!). After working with modern digital sky atlases, our students review one of the first sky atlases ever printed: Allesandro Piccolomini’s “De le stelle fisse” (1540). They also peruse astronomical almanacs dating back four centuries or more, which use much of the same notation used by astronomers today, down to the hurriedly scrawled handwritten marginalia that fill the modern almanacs at our own observatory.

The collection also shows our students the personal side of these famous astronomers. They read letters by John Flamsteed (the first Astronomer Royal) in 1705 complaining about the pace of Newton’s work, and they see Halley’s skepticism about Kepler’s observations of comets. They laugh at John Goad’s grumbles about the mismatch between observations and theory in 1686, remembering how many times we faculty have done the exact same in their classes. And they love seeing Christian Huygen’s musings on the possibility of life on other planets in his 1689 book “The Celestial Worlds Discover’d”.

Most importantly, though, our students see science being done and they gain an appreciation for the long history of astronomical research that traces back many hundreds of years and more. This is critically important for science students today – it is so easy for them to get caught up in the overwhelming complexity of modern science and lose sight of the revolutionary work that led us to this point. By literally touching the past in these historical works, our students get a sense of their place as scholars walking along a much longer and richer path towards our scientific understanding of the Universe.

These activities also give our students an appreciation for the importance and value of an academic library. Too often, STEM majors see libraries as something for “other students” — history students, law students, or English majors. Indeed, most of the contact our astronomy majors typically have with the library is remote, accessing online journals or digital databases on their computers. Exploring KSL’s historical science collection is often the first time our students have ever touched historical primary source material in the sciences. The awe and joy on their faces when holding Copernicus’ book or seeing Cassini’s (1740) drawings of the Paris Observatory is unmistakable, and they always ask to return to KSL for more time exploring the collection, calling it a highlight of their academic experience at CWRU. Building on these experiences, Bill Claspy and I are working this winter to develop additional research activities using the KSL collection, further cementing the important bond between the historical scientific literature and modern technical studies of our students.

For the work done by the librarians of CWRU’s Kelvin Smith Library curating our astronomy library and building a historical science collection that motivates and inspires our science students, I am happy to support their application for an ACRL Excellence in Academic Libraries Award.
Sincerely,

[Signature]

Chris Mihos
Professor of Astronomy
Case Western Reserve University
November 25, 2018

To the ACRL Excellence in Libraries Awards Committee:

It is my pleasure to provide a letter of support for Kelvin Smith Library’s application for the Excellence in Academic Libraries Award. I have had extensive iterations with Kelvin Smith Library and its predecessors. I have been at Case Western Reserve University for three and a half decades. I have interacted with the librarians directly, been a member of the Faculty Senate Libraries Committee, and finally I teach a senior thesis course for which the ability to perform scientific research is essential. I can assure you that in each of these aspects of my professional life the collections, programs and staff of the Kelvin Smith Library have been very helpful.

While it does continue to maintain an appreciable print collection, I am proud that Kelvin Smith Library was an early adopter of electronic collections, particularly for journals. These became available to the faculty when they were first available and by now for most of my research duties I can work almost as well from a beach I vacation on in California (with Wi-Fi) as from my office or in the library itself. In addition, the Freedman Center at the library readily allows me to get impeccable electronic copies (with character recognition) of documents that are still only available in print, simply by walking into the library, picking up the book and handing it to the appropriate staff member. Arrangements with other Ohio libraries and world-wide make it possible for me – at least in the sciences which is all I can speak to professionally - to quickly access any text available at almost any research library. As the “library expert” in the department I am routinely pleased that when people come to me with complaints about missing resources I generally have solely to provide access to the appropriate librarian to solve their access problems, which a helpful staff member quickly provides. This is true both for students, graduate students and my faculty colleagues.

In addition to providing access to research materials the library provides its users databases to find and with methods and instructions to acquire and maintain personal collections of electronic copies of and links to copies of research articles. Such collections make it possible for many members of the university to do work requiring access to their research materials, given a laptop, even in the absence of connections to the library through the internet.

Finally, the library provides the university with classes and seminars and personal help with preparing and authoring multi-media publications and the storage and distribution of data as is increasingly required by the federal granting agencies, in addition to those resources that can be conveyed through peer-reviewed publications.
It is a little hard to judge the relative quality in different libraries – the idea of what a science library is and should do has changed radically over my professional life. However, as a member of the library committee I made it a point to visit the libraries in particular of places where I was a medium or long-term visitor. While some other libraries (Cambridge University e.g.) clearly had substantially more resources available to the libraries, it was hard for me to perceive that they provided better service with these additional resources. Indeed, I would give Kelvin Smith an appreciable advantage in friendliness and prompt service. Possibly this is simply that I am better known here, but I do not really think so. Rather, I think that Kelvin Smith provides a wonderful research library experience.

Sincerely Yours,

Rolfe G. Petschek

Professor of Physics

Rolfe.Petschek@case.edu, (216)368-4035
To: ACRL Excellence in Academic Libraries Award Committee

Date: November 25, 2018

Dear Members of the Committee,

I am very pleased to offer this letter of support on behalf of the Case Western Reserve University School of Law and, in particular, the Fusion Program at Case Western Reserve University.

The Fusion Program is an interdisciplinary graduate-level certificate program focused on the commercialization of new technologies, we work with students from a range of disciplines (law, engineering medicine and management). In Fusion, we train students to analyze and cultivate the commercial potential of new scientific inventions. As a part of this analytical training, students (often lacking technical or management backgrounds) have to work hard to quickly get “up to speed” on a new technological domains and related market dynamics, iterating through their analysis as they develop strategies.

Each year, we choose a different technology and market scape (ranging, e.g., from life sciences, to advanced energy, to the internet of things). During the course of the semester, we draw on the Kelvin Smith Library staff, with reference librarian Karen Oy on point, to provide both large and small group training that student teams in their effort to understand and model scientific and market potential for their projects. The reference librarian team consistently delivers on-point, user-friendly instruction, coupled with deep dives needed for the students to perform their often extremely complex analytical tasks. Ms. Oy and her team deliver concise, high-value and thoughtful advice to our students.

In our seventh year, we have consistently found our partnership with the Kelvin Smit staff to be both critical and extremely functional.

I am very pleased to offer this letter of recommendation and I strongly support your consideration to award them with the ACRL Excellence in Academic Libraries Award.

Thank you,

Theodore C. Theofrastos, ESQ.
Managing Attorney, IP Venture Clinic
Co-Founding Faculty, Fusion Program
Distinguished Practitioner in Residence
Case Western Reserve University School of Law
Dear Members of the Excellence in Academic Libraries Award Committee,

It is my pleasure to write this letter in support of nomination of the Kelvin Smith Library’s (KSL) for the ACRL Excellence in Academic Libraries. As the Chair of the Department of Mechanical and Aerospace Engineering (EMAE), I can speak on behalf of my colleagues that the Kelvin Smith Library provides invaluable resources and support services to my department.

Faculty and students in the EMAE department work closely with the designated liaison librarian in order to develop our student’s information fluency skills through course-integrated instruction and online resources. Our engineering design courses: EMAE 260, EMA 360, and EMAE 398 include librarian-led instruction sessions that are tailored to the needs of individual instructors and classes to include active learning activities with strong emphasis on the value of engineering specific resources and the development of critical thinking skills. One of these specific resources are technical standards in general, with ASTM standards being vital for any engineering design. KSL responded to our increased interest in using and accessing current ASTM standards by creatively funding an online subscription to the ASTM Digital Library that is highly appreciated and used by all engineering departments. Additionally, KSL found an innovative solution to offer access to other types of standards by obtaining a pre-paid account with Techstreet, a vendor specialized in technical standards. The combination of increased standards awareness and accessibility resulted in improved quality of design projects in our department as well as it improved employability of our graduates.

Faculty and students in the EMAE department also benefit from the various services provided by the library. New faculty are acquainted with the library resources and services as soon as they arrive on campus. The research guide for our department is an online resources created by the library and maintain on the library website that is particularly useful and popular with students as it provides a very easy way to access library resources. Members of our department also appreciate the highly accessible research assistance available at KSL via personal consultations, chat, text, email, and office hours offered by the engineering librarian at a convenient location within the school of engineering.

The quality of services offered by KSL is outstanding and my department greatly benefits from the dedication, creativity, and passion of the library leadership and staff. I will be very pleased to provide any further information that you need in support of the nomination.

Sincerely,

Robert X. Gao, Ph.D.
November 27, 2018

Good Day:

I am pleased to present this letter of recommendation on behalf of The Kelvin Smith Library at Case Western Reserve University.

My role at CWRU involves coordinating multiple Graduate Engineering programs; I have found the common denominator for these programs is The Kelvin Smith Library. The Engineering Librarians Brian Gray and Daniela Solomon hosts my graduate students annually, and upon request with a tour of the library, explanation of the services available along with a comprehensive information session. The information sessions are uniquely structured to address the crucial milestones in ones graduate career: coursework, research and writing. Through their respective points of reference coupled with knowledge of internal and external resources, the staff is able to fully address the needs of our graduate students.

I commend them for supporting the mission of Case Western Reserve University and wholeheartedly recommend this team for the Excellence in Academic Libraries Award.

Regards,

Theresa Claytor
Leonard Case School of Engineering
Graduate Student Affairs & Recruitment Coordinator
The Association of College and Research Libraries (ACRL)
Excellence in Academic Libraries Award
Selection Committee

Dear Members of the ACRL Excellence in Academic Libraries Award Committee,

Over the past year, Case Western Reserve University (CWRU) worked intensively to improve the University's standing in the key international rankings. The Kelvin Smith Library was a major campus leader in this University-wide effort.

Global rankings are of great significance because they bolster the academic reputation of the University, and thus enrich the recruitment and retention of the best faculty and students, which is essential for a major research institution. For faculty, being identified as a top institution in the world enhances the opportunities to collaborate with the best researchers in their field, and for graduate students it enhances their employment opportunities after graduation.

The Kelvin Smith Library (KSL) played a major role in the comprehensive process to increase the University's global ranking. Along with David Flesher, the Vice Provost of the University's International Affairs Office, Arnold Hirshon (Associate Provost and University Librarian) were the co-initiators and campus leaders of this process as a University-wide effort.

Working with other key University administrators, including the Provost and President’s offices, CWRU viewed this process as a way for the University to continue to improve and excel in quality, not just play a “numbers game.” The University effort resonated strongly among faculty, and Flesher and Hirshon began convening administrators, staff and faculty from across multiple departments as an International Rankings Committee.

I served as a consultant for this process to explain the indicators and methodologies of different organizations applied to their lists. By engaging in this process, the University recognized that one way to improve its standing in the rankings was by providing more consistent, accurate and thorough information to ranking organizations.

For its part, the Kelvin Smith Library worked with other University offices to ensure that complete and precise data that is used by the ranking organizations was fully accurate. The Library systematically identified, corrected, updated, and monitored the underlying bibliometrics in the systems that are a critical part of all of the major international ranking systems.

The work of the Library, and the results that were achieved, were outstanding: The Library ensured that around 1,400 faculty profiles were updated to indicate their association with the University, 400 variations in the institution’s name were verified and corrected as needed. The Library also identified global research collaborators with whom CWRU faculty had worked over the past few years, which was an essential part of a process to nominate researchers globally to receive faculty reputation surveys.

The efforts of the Library contributed to the University’s significant rise in three major ranking systems. In the QS World University Rankings for 2019, CWRU rose 27 places, moving back up into the top 200 in the world. In the Times Higher Education rankings, CWRU rose 26 spots to number 132, once again putting CWRU within reach to be among the top 100 in the world. Perhaps most impressively, in the Leiden World University Ranking (which is based solely upon bibliometrics), the University moved up 86 places to rank as number 57 in the world.
In my work with universities and research institutes around the world, I would rank the Kelvin Smith Library’s leadership and work in this area to have been outstanding. Few libraries with which I have worked have so enthusiastically engaged in and co-led a University-wide process, and even fewer achieved the stunning results that KSL did. For this reason alone, I strongly recommend your consideration of the Kelvin Smith Library for the ACRL Excellence in Academic Libraries Award for 2019.

Please do not hesitate to contact me should you require any further information.

Submitted with pleasure.

[Signature]

Daniel J. Guhr, Ph.D.
Managing Director, ICG
28 November 2018

TO: Jury for the ACRL Excellence in Academic Libraries Award, University Division

FROM: Julia Gelfand (jgelfand@uci.edu)

RE: CWRU’s Application for ACRL Excellence in Academic Libraries 2019 Award

I am very enthusiastic in submitting this letter of support to accompany the application for review by Case Western Reserve University’s Library to be considered for the 2019 ACRL Excellence in Academic Libraries Award for University Libraries. I travel often and I try and visit many libraries and campuses and seek information and ideas to take back and share with my colleagues at our library. When last in Cleveland in August 2016 I visited the campus and the Kelvin Smith Library (KSL) and was struck by several features that inspired me to inquire about how these programs appear to function so seamlessly and efficiently with such a minimalist number of staff. I can’t write about all of them, but let me state that there are many more examples than what I will share.

Those features include the Freedman Center for Digital Scholarship which hosts the campus programs in digital humanities, GIS, data services, a range of scholarly communication outputs and experiences. For over thirteen years, the Freedman Center has also hosted the Freedman Fellows, faculty who compete for awards to support their academic research that involves some corpus of data that is of scholarly or instructional interest (e.g., data sets, digital texts, digital images, databases), the use of digital tools and processes, and have clearly articulated project outcomes. At this juncture, faculty from nearly every department have participated in some capacity and this wide representation suggests the overall value of the Center to the entire campus and how useful it is. The recently reconfigured Collaboration Commons is a thoughtfully planned and impressive new space dedicated to student and faculty work, where they can create and establish new partnerships and learn from each other with tools and resources nearby.

The technology, opportunities for instruction, collaboration and learning is each enviable and collectively promotes library services and collections in an increasingly valuable way as Research and Subject Librarians interact with faculty and students in meeting their research and learning needs. Regardless of how developed and visible the University Center for Innovation in Teaching and Education (UCITE) is at Case, the strong links and association with the library staff and users is what distinguishes the initiative from many others and the many orientation sessions jointly hosted attest to this successful and ongoing relationship between UCITE and the Freedman Center and also how expansive the CaseLearns program is.

Another observation that stands out at the Kelvin Smith Library is how boldly the staff solicits input from users. Just this semester two events stand out. The Design Charrette held earlier this month was to seek out feedback in how library users perceive how resources should be arranged. As many libraries consider how best to repurpose space, promote collaboration, introduce new technologies and create a more expansive and user-friendly study and research environment, it makes total sense to ask users what their impressions and needs are. Sadly, most libraries do not conduct such an exercise before they deconstruct and reconfigure space or if they do hold some focus groups there often is a hidden message in which they want users to endorse.

A second activity is more commonly seen among many libraries these days and that is to host Game Nights. However, the CWRU experience stands out as unique building on a series of game dates with a website devoted to chronicling the events, resources, competitions, and plans for sustaining this program.
The Exhibits program is another visible area that cannot be missed. With objectives to both educate and entertain while showcasing library resources and engaging the campus and local communities, each time I have been on campus, the library has multiple ongoing exhibits that are timely and interesting, tactile, and multimedia intensive inviting viewers to learn, speculate, absorb and be more aware of what faculty and student interests and creative outputs are. For a library this size, it is an admirable program as it encompasses the Gallery, Special Collections and wall spaces throughout the library. It is also very aesthetically pleasing and makes visiting the library special.

The Library has an ambitious strategic plan reflecting the usual goals for supporting research, learning, and collaboration and is in the last year of its current plan. However, what stands out is the inclusion of success metrics. Many libraries do not publicize their assessment measures or in this case document how the Balanced Scorecard methodology is applied and reinforced. That suggests to me that this library is bold and unafraid of sharing how partnerships are critical and contribute to the kinds of success they seek or the changes they make. By integrating Special Collections into many library functions, library has demonstrated why its’ repository, Digital Case and their digital services units have spawned many new services and resources and elevated the digital scholarship that is commonly produced as a result.

Another interesting activity that many libraries try and host is the Personal Librarian program. This allows first-year students to be matched up with a librarian and be welcomed into a new library and learning environment. The program at CWRU is among the most ambitious and longstanding. What distinguishes this program from many others is the sustainability of the program and how it is not just a message or welcoming service but has ongoing programs throughout the freshman year for students and librarians to navigate together. I am sure that it contributes to the high retention rate of students that CWRU enjoys. Due to the success of this program it has been replicated and applied to other user populations such as law school students and medical students. To share the Personal Librarian experience, CWRU libraries have hosted three biannual national conferences that promote the personal library experience having recently held the Spring 2018 conference which drew national participation from academic library and other related communities.

CWRU takes its role as incubator for innovation and entrepreneurship seriously. Each time I have attended the Consumer Electronic Show (CES) held each January in Las Vegas, the “academic alley” has several booths of CWRU students demonstrating their entrepreneurial outputs. As an alum, I always stop and visit with these undergraduate students, often more than a dozen staffing their booths. Each of them volunteers and tells me how the library experience at CWRU has been critical to their success. They learned how to conduct specialized literature reviews, compose business plans, find appropriate materials for their projects, learn how to market their products and just feel so much more confident and “information-endowed” as a student told me at CES 2017. Librarians usually consider information literacy as the framework or nomenclature so I have not forgotten that expression!

The reason that I submit this supporting letter, is that CWRU is a small research intensive university, with a total of nearly 12,000 students with slightly more graduate/professional students than undergraduates, and with a long history of distinction across its academic programs and alumni. Competitive in every way with the best of higher education, the KSL Library stands out among its peers. The library staff is talented, diverse, qualified and nimble with only about 30 librarians. Interestingly, job titles also reflect the emphasis on new and emerging technologies and services. One librarian has the title of Creative New Media Officer. This states again how seriously the library takes its mission. The success of this position shows how wide a reach this librarian has not only among library colleagues and
users, but across the campus to create strong and creative multimedia strategies, links and products. By introducing the campus community to new pedagogies and publishing platforms, the extension of scholarly communications activities is alive and thriving.

After my last visit to CWRU, I wanted to do something special as an alum, even though my scale was very modest. I contacted the University Librarian to explore what that may include and learned that the Library was formulating a plan to launch a National Collegiate Book Collecting Contest. This is a national competition held in conjunction with the Grolier Club and many campus libraries participate. I jumped at the chance to underwrite this program and in the first year there were 14 submissions from nearly every School across the campus. I was clearly impressed by how quickly and efficiently the Library could get this program up and running, the outreach and promotional activities, relationships with contestants, the review process and publicity of the final announcement and event, and know that it will only grow in future years. This experience made me very proud, wanting to continue supporting this program. In the off years, no time is wasted as a visiting scholar/book collector is invited for a campus lecture to celebrate book collecting and to promote the call for the coming year.

For these reasons, I support the application for this award. Institutional communication is certainly not easy and the KSL staff tries many new ways to get their message and services out, whether it be through active programming, by a very active and constantly updated website, by a traditional publication, KSL Connects, a very creative annual report that summarizes the range of services and the impact they had, digitizing resources for remote access or any other method, this library is not afraid to try different things and learn from each experience. I know this library staff works hard, and works smart and I commend them. The staff is very service oriented, and forward thinking in its services and underscores what being responsive to a strong collegiate experience is to undergraduates, a research experience for graduate and professional students and faculty. I hope that you share my enthusiasm for this nomination.
November 29, 2018

Dear Members of the Excellence in Academic Libraries Award Committee:

I am delighted to write a letter of recommendation in support of the Kelvin Smith Library’s (KSL) nomination for the ACRL Excellence in Academic Libraries.

What distinguishes KSL’s application is that it represents a focused and sustained strategic effort over the course of a number of years, which is the realization of two successive strategic plans that is culminating this year. Since 2010, KSL has become recognized on campus and nationally as a highly user-focused organization that consistently raises the bar to deliver exciting and inviting new services in a welcoming environment for our students and faculty. While many universities and their academic units often create strategic plans, it is rare that there is a rigorous adherence to the accomplishment of those plans as a daily and yearly roadmap for the organization. However, KSL has used its strategic plans to elevate the quality, accessibility, and visibility of the importance of the library on campus. They did this by fostering a culture of continuous visioning, experimentation, execution, and assessment. The Library consistently seeks partnerships with organizations with which to collaborate, both on campus and the Cleveland communities. Despite very limited resources, the Kelvin Smith Library is one of the most innovative in the country. Here are but a few of the multi-year efforts, some of which have become ongoing operations and other that are projects culminating this year.

- KSL envisioned and recreated the Library as a student-centered space that is highly flexible, mobile, and engaging. Where the Library had been highly underutilized just a few years ago, today the entire Library, which is open 24/7, is constantly crowded with students who are working both collaboratively and individually. The Library has completely fulfilled its mission to be the “knowledge and creativity commons” of the University, and its vision to be the University’s “information laboratory,” where students and faculty gather and connect to create new knowledge.

- The Freedman Center for Digital Scholarship, one of the first such centers in the country, is now a recognized leader in terms of best practices for services and support. Rededicated in 2016, the Center doubled in capacity, and created a dynamic new multifunctional space that can be used for instruction, research, and collaboration. In 2018 a new and consolidated high-end lab was created to speed the digitization of preservation-level objects.

- The Library’s Special Collections and Archives ignites our faculty and students, who actively use our invaluable collections in creative new ways. KSL is a nationally recognized leader in special collections, having organized and hosting a national conference, which resulted in an ALA-published book that resulted from the conference.

- As part of a University-wide effort to improve undergraduate student success, KSL created a Personal Librarian Program (PLP) seven years ago for first and second year students. The program continuously expanded and improved through a strong partnership with the University’s Office of Student Affairs Residence Life. KSL is national leader, having organized, sponsored and hosted three biennial national conferences, each of which attracted about 175 participants from across North America, with a fourth conference now being planned for 2020.

- The Library has been a co-leader (with the Center for International Affairs) of the University’s strategic efforts to advance its ranking in the three major international indexes. The Library updated and corrected more than 1,400 faculty profiles, and added over 400 new institutional name variants, so that the scholarly work of CWRU faculty is accurately attributed to the University. The Library’s efforts contributed to the dramatic improvement in 2019 rankings in three major indexes (QS, THE, and Leiden).
KSL's efforts have all been strategic, sustained, and sustainable. KSL articulated and accomplished a vision through adherence to a plan. A full review of their nomination will reveal that the Kelvin Smith Library of Case Western Reserve University is highly worthy of this honor, and I strongly commend their nomination for your consideration.

Sincerely,

[Signature]

Charles Rozek, Vice Provost for Graduate Education & Academic & Faculty Affairs
November 30, 2018

To: The ACRL Excellence in Academic Libraries Award Committee
From: Marc Buchner, Associate Dean for Academics, The Case School of Engineering
Re: Award nomination
Date: November 30, 2018

I am writing to provide an extremely strong and unqualified recommendation/nomination of the library team of the Kelvin Smith library at Case Western Reserve University for the ACRL Excellence in Academic Libraries Award. In this context I want to highlight the entire team of individuals at the library with which the Engineering school (faculty, students, and staff) interacts, led and championed by the two library staff members: Daniela Solomon and Brian Gray.

As you might expect, the faculty, staff, and students of our School require and use a multitude of library resources and it is difficult to list all of these resources and how the library supports us. However, as examples of why I am providing such strong support for this I would like to particularly point out several programs and activities that stand out as being important, if not critical.

Both Daniela and Brian provide instruction sessions, standards and patents education, research consultations, and maintain research guides for each department and all the classes to which they are invited (they are constantly looking for new opportunities to develop new mechanisms or “vehicles” to reach engineering students in the context of these areas.

For our undergraduate students, our graduate students and our faculty Daniela and Brian have very actively and widely marketed and provided extensive research services to the campus and to the engineering school in particular. Being a major research University that relies heavily on the value of high quality research scholarship and funding, this directly involves all three of these groups in a broad range and large scope of different research efforts – these contributions are heavily used and greatly appreciated – and directly in support of the mission of the University (to enrich people’s lives through research…that dramatically engages our students) and the mission of the School of Engineering (…Actively contribute toward the creation of a better future for all people, through research innovation, stewardship, and the development of solutions to society’s most present challenges). These services include research consultation mechanisms to maintain currency and relevancy and research guides to name just a couple. In addition, they have developed and offer sessions to *individual* classrooms or labs dealing with topics such as basic library instruction, special reference material topics, and reference management tools. They also provide new faculty orientation tours and demonstration for new faculty. As a team they are regularly reaching out to individual faculty, to groups of faculty (e.g., at departmental meetings) and to student in the class and in the lab to offer help, guidance, and training.
Overall for the library in general, they have helped directly in increasing CWRU international rankings by managing the Web of Science and Scopus database data clean up and the introduction of a series of important workshops on scholarship impact. They have developed a workshops series that includes sessions in such critical faculty areas of marketing scholarship and themselves, measuring faculty scholarly impact, where to publish, how to engage with digital scholarship, and leveraging faculty rights as authors.

I want to also add that in the Engineering School we have been regularly assessing several undergraduate student outcomes that relate strongly to the use and availability of library resources and to the training and help that is provided by the library and the library staff. This includes direct assessment based on student work products through faculty scoring and indirect measures based on exiting senior student surveys. Faculty review of the data has shown consistent and increasing strength in the student outcomes that are mandated by the primary engineering accreditation body, ABET, Inc. such as (1) the ability to understand professional and ethical responsibility, (2) the ability to communicate effectively, (3) the broad education necessary to understand the impact of engineering solutions in a global, economic, environmental, and societal context, and (4) a recognition of the need for, and an ability to engage in life-long learning. In our current and past yearly review cycles, our students have performed extremely well as relates to these outcomes. While this performance is a function of many components (curriculum, faculty, background, peers, etc.) it is also very strongly a function of the library resource environment and support from the library for our students. The engineering library staff has, through a variety of programs, strong involvement in our courses, and with our faculty, shown a consistent pattern of providing outstanding support in these two aspects that significantly impact these measures.

In summary I fully support and strongly recommend that the engineering support team at the Kelvin Smith Library here are extremely deserving of the ACRL Excellence in Academic Libraries Award. Please let me know if you have any questions, concerns, or need additional information from me.
November 30, 2018

Dear Review Committee:

It is my pleasure to write in support of the candidacy for the ACRL’s Excellence in Academic Libraries Award submitted by Case Western Reserve University’s (CWRU) Kelvin Smith Library (KSL). Since my hire in 1999, I’ve known of the value of the library to faculty and students. In particular, we utilize resources at the Kulas Music Library for our classes and productions and have found our partnership with the music librarians extremely helpful. And we are all most appreciative of the library’s Freedman Center for Digital Scholarship.

Through both Kulas and the Freedman Center, I believe KSL meets the needs of our particular arts community at CWRU as well as the greater academic community in creative and innovative ways. The Freedman Center is a leader in implementing programs that other libraries might emulate with terrific staff who ‘think outside the box’ like Jared Bendis, the Creative New Media Officer. Since he earned his MFA in Dance with our department, we’ve continued to partner with him, most recently in the production of our Imagined Odyssey, a ground breaking dance that incorporates holograms and requires the audience to wear the Microsoft HoloLens. Mr. Bendis was a critical part of our team for the popular sold out production. He also collaborated with us in 2008 for the Centennial Celebration of our building, Mather Dance Center, in creating panoramic photography of our building for a dance titled MDC. His work was incorporated into the choreography using rear screen projections of his creations on three screens allowing the dancers to interact with the visuals. This kind of collaboration promotes creative scholarship in innovative ways to help us all chart the artistic landscape of the future.

The Libraries themselves, both KSL and Kulas, are welcoming campus hubs, with KSL being adjacent to the Tinkham Veale and Thwing Centers and Severance Music Hall and a five-minute walk from Kulas on the Mather Quad. Being so centrally located allows the libraries to be easily accessible to students and faculty and thus foster a sense of an engaged community.

Respectfully,

Karen Potter
Dear Members of the Excellence in Academic Libraries Award Committee,

with great pleasure I support the nomination of the Kelvin Smith Library (KSL) for the ACRL Excellence in Academic Libraries. As a faculty member at Case since 2000, and currently the Chair of the Department of Materials Science and Engineering, I have had much opportunity to observe and benefit from KSL's outstanding commitment to excellence in teaching, research, and service. I am convinced of KSL's professionalism and highly impressed with their innovative leadership and staff.

Let me highlight two areas in which the Library has excelled over the past five years:

The first area pertains to developing scholarly communications skills for our graduate students. Communications between Kelvin Smith Library and our department on increasing graduate students’ scholarly communications knowledge resulted in the development of a partnership with the Research Services Librarian liaison for our department that has been in place over the last five years. Each year our departmental colloquium includes a presentation by the liaison librarian, especially addressing the needs of graduate students. These highly interactive presentations are very effective in preparing our graduate students on topics such as copyright, journal selection, publishing life cycle, open access, maximizing impact, and others. Due to these informative sessions, our department decided to require all graduate students and faculty to sign up for ORCID IDs.

The second area pertains to increasing visibility of publications by the faculty in our department. Each year, Case School of Engineering celebrates Engineers Week, festivities that culminate with a banquet that feature a specific department or research center. When it was our department’s turn to be in the spotlight, the library offered to help highlight our scholarly activity by creating an exhibit of faculty publications and a poster with insights into productivity, scholarly impact, collaborations, and funding. The visualization of the poster created a great impression on the audience at the ban-
quet. We have now adopted the poster as a marketing material to prospective students and collaborators.

I highly endorse the nomination of KSL and thank you for giving the materials provided your serious attention.

Sincerely,

Frank Ernst
December 4, 2018

Dear Members of the ACRL Excellence in Academic Libraries Award Committee:

I am pleased to write a letter of support for the nomination of the Kelvin Smith Library (KSL or the Library) at Case Western Reserve University (CWRU or the University) for the Association of College and Research Libraries (ACRL) Excellence in Academic Libraries Award for its work to improve the University’s international rankings, reputation, and academic standing.

Over the past two years, the Center for International Affairs at CWRU (the Center), which I direct, has worked in close partnership with KSL to lead a campus-wide effort to improve the University’s standing in the major global rankings. As outlined below, our initial results have been very successful. Without KSL, this success would not have been possible.

Our process began by engaging the faculty and administration of the University in an effort to understand the importance of international rankings to the University. These rankings clearly affect our – or any university’s - ability to recruit and retain the best faculty and students as well as to attract research and other funding from outside organizations, especially those from outside the United States. Having successfully engaged University faculty and administration, we moved ahead to develop and implement a strategic plan that would result in institutional improvements that would be reflected in the rankings of the University. Throughout the process, the Kelvin Smith Library was a leader, a steadfast proponent, and active participant, doing its part to achieve important results.

CWRU is a complex Research I institution, which means we needed to undertake diverse efforts, many led by KSL, to help improve different components of the rankings. The Library led our effort to accurately reflect and help improve the University’s academic output and its international ranking. Among its first efforts, KSL found that our institutional name was being cited in hundreds of unrecognized ways, which often meant that much of the research emanating from CWRU was not being correctly attributed in the bibliometric indexes. KSL also found that, in cases where our faculty member shared the same name as a faculty member at another institution, the work of our faculty member was often misattributed to that other institution.

The Library undertook a comprehensive process to identify and report institutional name variant corrections to the two major bibliometric services (Web of Science and Scopus). The Library also used the bibliometric sources to identify individuals with whom our faculty collaborated in the past as part of a process to identify and nominate researchers globally to receive faculty reputation surveys. In addition, the Library spearheaded an educational effort for faculty members and graduate students on how to better manage their own scholarly reputation, including a push to increase the adoption of Orcid identification numbers on campus, and to identify high impact and open access journals in which faculty members and students should consider when readying their work for publication.
Detailing some of its efforts, the Library updated and corrected more than 1,400 faculty profiles to ensure they were properly identified as faculty members associated with CWRU. KSL also recorded and reported over 400 new institutional name variants so that many articles by CWRU faculty were accurately associated with the University for the first time.

The work of the Library was instrumental in achieving remarkable results this year. Working in conjunction with many other University offices, the University saw a substantial improvement in 2019 rankings in the two of the major international ranking systems, moving up 27 places in the QS World University Rankings (and restoring us to our previous position among the top 200 universities in the world), and 26 places in the Times Higher Education rankings (putting CWRU again within reach to be among the top 100 in the world). In the one index that employs only bibliometric data (the CWTS Leiden Ranking), the University moved up an astounding 86 places; we now rank as number 57 in the world.

In every respect, KSL has been a leader on campus and an outstanding partner of the Center for International Affairs. In addition to its impressive work in the global rankings, the Library has also welcomed international students through the Library’s Personal Librarian program, and has run special events and programs throughout the year for our international students.

The Kelvin Smith Library has done remarkable work to improve Case Western Reserve’s international rankings, reputation, and academic standing. KSL’s efforts are even more noteworthy because it has been done with little-or-no additional resources. For all of its efforts to benefit the faculty, staff, and students at CWRU, as well as the University as an institution, it is my great pleasure to recommend that the Kelvin Smith Library receive the ACRL Excellence in Academic Libraries Award for 2019. Please feel free to contact me (david.fleshler@case.edu or 216/470-7620) should you have any questions or need further information.

Very truly yours,

David Fleshler
Vice Provost for International Affairs
December 6, 2018

Dear Members of the ACRL Excellence in Academic Libraries Award Committee:

It is with great pleasure and enthusiasm that I recommend the Kelvin Smith Library (KSL) for the ACRL Excellence in Academic Libraries Award. During my tenure of 38 years at Case Western Reserve University, I have enjoyed many opportunities to interact with the library as both a professor and currently as Dean of the College of Arts and Sciences and Albert A. Michelson Professor in Physics. I have had the privilege of working and collaborating with the Associate Provost/University Librarian and the many knowledgeable and helpful staff who all provide an invaluable service to the students, faculty, and staff of the University.

The College of Arts and Sciences relies upon the leadership and collaboration of the Associate Provost/University Librarian and staff of the Kelvin Smith Library to implement the college’s strategic plan. KSL staff members have supported the following priorities:

*Provide the best preparation, the greatest intellectual challenge, the most intellectually satisfying opportunities, and the highest quality experience, to an increasing number of undergraduate students.*

The librarian’s role has transitioned from providing first-year students with a library orientation session to a robust Personal Librarian Program. Research Services Librarians work together in teams providing each first-year student assigned library advisors who they contact for personalized library assistance during their first year of studies. The Kelvin Smith Library has shown their loyalty in supporting student retention and has developed new perspectives on student success by providing students with the library skills and services needed for their first-year of matriculation. A positive outcome is that students learn how to research for information using reliable resources.

As a Professor of Physics, I have known the Research Services Librarians collaborating with faculty to design and deliver advanced instruction sessions to determine and meet service needs, including the design and delivery of research skills instruction. They also build collections that meet the researchers needs. Recently, the science and engineering librarians collectively implemented
Elsevier EBS (Evidence Based Selection) and CRC EBS, a resource allowing faculty and students to have input in purchasing titles that are closely aligned with their research and instruction. The time used for classroom instruction is changing. Librarians are experimenting with digital learning and ways to improve student learning and helping students develop their skills of self-learning.

*Teach, create, conduct research, and serve the college and university in spaces that support and enhance exemplary work and multidisciplinary community.*

The library’s partnerships with the College of Arts and Sciences’ faculty and students are strong. The Kelvin Smith Library’s Special Collections and Archives provides students the opportunity to learn from primary and rare sources in practical, hands-on ways. One example is the collaboration with the Department of English’s graduate seminar on Research Methods. In that class, the students study the many ways in which a book represents itself from the text of a novel through the actual bound volume itself. To gain understanding of what goes into the production of a book, one of the projects during the semester had the students make a book. After studying the history of paper production, printing with a hand press, and folding signatures, the students go to the Kelvin Smith Library’s preservation lab to do the work themselves. Over the course of several hours, and under the guidance of the library’s preservation librarian, students fold signatures, sew them together, and bind them. This physical connection to book production gives students a clearer picture of how books are produced.

The Library’s Special Collections and Archives Center also provides excellent instruction support for faculty that they use in creative ways to meet the learning goals of their course allowing students hands-on with rare resources. Librarians and staff tailor sessions that meet the learning goals of the course and allow students hands-on with rare resources. For example, several letters were acquired this year and added to the Frances W. and H. Jack Lang Letter Collection, including two written by Charles Dickens and four by E. M. Forster. The letters are used often as primary source materials, adding to an already important collection. This is truly an experience for a student to actually hold and read original letters from such important prolific authors.

For many gifts and acquisitions, faculty members collaborate with the Head of Special Collections to meet with prospective donors. One example is the Thomas H. Peterson, Jr. Telegraphy collection. This represents a significant collection for the study of the most important communication tool of the 19th century, both in technology related to telegraphy but also in the cultural impact. The collection contains technical information as well as ephemera showing how telegraphy were used and examples of early telegraphs. A history professor, the Head of Special Collections and Archives, the Associate Provost and University Librarian, and I had several meetings with the donor to secure this important gift.

The Freedman Fellows Program has been in existence since 2005 as a collaboration funded by the College of Arts and Sciences, the Kelvin Smith Library, and the Freedman Fellows Endowment by Samuel B. and Marian K. Freedman. This partnership has been exceptionally successful supporting full-time faculty in integrating new digital tools and technology into their research. In 2017, KSL
launched a new scholarship for undergraduate and graduate students, the Walter Freedman and Karen Harrison Student Fellowship Program in Digital Scholarship, which continues to attract students from many disciplines. This new endowment is one of the first in the nation funded by private donations which provides direct grants and employment to students in the digital scholarship field. The inaugural 2017-2018 Freedman Student Fellow is a third-year undergraduate student majoring in Cognitive Science.

The library’s commitment to collaboration, partnership, and innovation through research and practice, are all factors that contribute to the mission of the university. I highly endorse the nomination of the Kelvin Smith Library for this award.

Sincerely,

Cyrus C. Taylor
Dean and Albert A. Michelson Professor in Physics
College of Arts and Sciences
Dear Members of the Excellence in Academic Libraries Award Committee:

It is my privilege to support the Kelvin Smith Library’s (KSL) submission for the ACRL Excellence in Academic Libraries Award.

In my capacity as Case Western Reserve University’s (CWRU) Interim Associate Provost for Student Success, it is my responsibility to coordinate our myriad student-centered resources. These resources, intended to better support students throughout their time at CWRU, include Post-Graduate Planning and Experiential Education, the First-Year Experience and Family Programs, Academic Resources, and Student Advancement among others.

Without a doubt, the Kelvin Smith Library (KSL) has been one of our most critical and expert partners in this endeavor. KSL and its formidable staff have worked together as a team to create, develop, and sustain programs that further CWRU’s academic mission and build a solid foundation for student success at all levels through high quality programs, scholarly resources, and meaningful community service.

CWRU offers student support through its navigator program. Navigators serve as a hub to provide guidance in all aspects of being an undergraduate student at Case Western Reserve University. KSL, fully recognizing the critical role the Library plays in the life of students, offers navigators an ongoing orientation to its collections, services, and programs.

In support of the University’s initiative to boost student success, The Kelvin Smith Library also continued and improved its highly valued Personal Librarian Program. These enhancements included a new partnership with residential college directors. This new channel eased communications between personal librarians and first-year students. Additionally, and in response to student feedback, personal librarians revamped programs and events to make them more instructive and welcoming to all students.

KSL has embraced technology to market its message and services throughout campus. The Library has adopted the new CampusGroups platform. CampusGroups allows group to create a private community platforms for departments, student groups, and teams. This technology reminds students that KSL is another community where they can learn, play, connect, and engage.
Finally, KSL has increased partnerships, programs, and services by targeting groups such as international students. It has staged custom orientation experiences, and consistently marketed its services to every office on campus with direct interactions with students.

The most cursory glance at the level of activity that persists, night and day, in the Kelvin Smith Library testifies of the stunning success KSL has achieved in convincing students that engagement with the library and its resources leads to academic success. The library is a robust hub where students learn and play. Without any hesitation, I recommend the Kelvin Smith Library for the ACRL Excellence in Academic Libraries Award for 2019.

Best regards,

[Signature]

Thomas B. Matthews, PhD
Interim Associate Provost